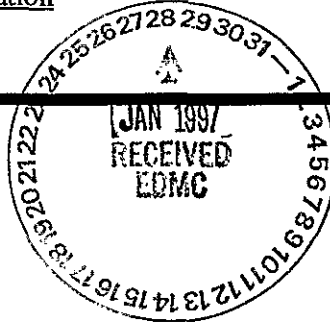


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<u>Section</u>	<u>Title</u>	<u>Revision</u>	<u>Effective Date</u>
1.0	POLICIES		
1.1	Safety Priority and Procedure Compliance Policy	3	03/11/96
2.0	ORGANIZATION		
NOTE:	The charter for Analytical Services may be found in WHC-CM-1, <u>Company Policies and Charters</u> .		
2.1	Charters — Section Title (no text)		
2.1.1	222-S Analytical Operations Charter	3	04/13/95
2.1.2	222-S Facility Operations Charter (incorporated into 2.1.1)	<u>Canceled</u>	10/22/93
2.1.3	Program Management and Integration Charter	2	04/05/95
2.1.4	Work Control and Data Management Charter	<u>Canceled</u>	04/26/95
2.1.5	Office of Sample Management	<u>Canceled</u>	04/26/95
2.1.6	Plutonium Finishing Plant Engineering Laboratory	<u>Canceled</u>	07/06/95
2.1.7	Process Laboratories and Technology Charter	<u>Canceled</u>	07/11/95
2.1.8	PUREX Analytical Laboratories Charter	<u>Canceled</u>	07/20/95
2.1.9	Engineering and Technology Services Charter	1	03/31/95
2.2	Committees, Boards, and Task Teams	<u>Canceled</u>	08/17/95
2.2.1	Laboratory Instrument Control Board Charter	<u>Canceled</u>	09/18/96
2.2.2	Chemical Hygiene Committee Charter	1	05/31/95
2.2.5	Laboratories ALARA Committee Charter	<u>Canceled</u>	09/14/95
2.2.6	Laboratories Pollution Prevention Team Charter	1	05/01/95
2.2.8	Laboratory Facility Plant Review Committee Charter	<u>Canceled</u>	06/12/96
2.3.1	Waste Sampling and Characterization Facility — Startup Charter	<u>Canceled</u>	04/12/95
2.3.2	Waste Sampling and Characterization Facility — Analytical Operations Charter	2	02/26/96
2.3.3	Quality Systems Charter	1	08/02/96
2.3.4	Laboratory Transition Charter	0	03/21/95
2.3.6	222-S Production/Scheduling Charter	0	08/05/96

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<u>Section</u>	<u>Title</u>	<u>Revision</u>	<u>Effective Date</u>
3.0	ADMINISTRATION		
3.1	Manual Administration	5	03/29/95
3.1-A	Manual Administration — Procedure (incorporated into Section 3.1, Rev. 5)	<u>Canceled</u>	04/05/95
3.2	Out-of-Tolerance Report System	<u>Canceled</u>	01/15/93
3.3	Corrective Action Requirements, Occurrence Categorization, Notification, and Reporting (moved to 6.7)	<u>Canceled</u>	09/13/93
3.4	Data Package Preparation	1	08/15/94
3.5	Administration for Nuclear Materials	4	09/09/96
3.6	Laboratories Entry Requirements	0	03/07/95
3.7	222-S Complex Radiological Postings	<u>Canceled</u>	07/25/95
3.8	Shift Turnover at 222-S Laboratories Complex	<u>Canceled</u>	07/06/95
3.9	Laboratory Procedures	5	01/15/96
3.10	Procedure Changes and Procedure Change Authorizations (incorporated into 3.9, Rev. 3)	<u>Canceled</u>	03/23/95
3.11	Format and Content Guide for Analytical Services Technical Procedures	0	11/03/95
3.12	Internal Audit Program (moved to 8.5)	<u>Canceled</u>	08/15/94
3.13	Unreviewed Safety Questions (USQ) Program	<u>Canceled</u>	06/12/96
3.14	Laboratory Sample Tracking	0	08/15/94
3.14-A	Laboratory Sample Tracking — Procedure	0	08/15/94
3.15-A	Data Package Administrative Verification — Procedure	0	08/15/94
3.16	Data Package Control Requirements and Procedure	2	05/01/96
3.16-A	Data Package Control — Procedure (incorporated into 3.16, Rev. 1)	<u>Canceled</u>	03/01/95
3.17	222-S Laboratory Radioactive Material Inventory Control Program	<u>Canceled</u>	09/14/95
3.18	Hanford Environmental Information System (HEIS) Data Entry	0	03/30/95
3.19	Sample Authorization Form (SAF) Issuance and Procedure	0	03/30/95
3.26	Terms and Conditions of Requests for Services at the Waste Sampling and Characterization Facility	0	07/30/96

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<u>Section</u>	<u>Title</u>	<u>Revision</u>	<u>Effective Date</u>
4.0	TRAINING		
4.1	Training Responsibilities and Definitions ("On-the-Job Training" moved to Section 4.4)	1	10/01/94
4.2	Training Development and Maintenance	0	11/30/93
4.3	Training Administration Change 1 (5)	1	11/15/95 01/22/96
4.4	On-The-Job Training	4	05/01/96
4.5	Training Programs	2	09/11/95
4.6	Training Plan for 222-S Laboratory RCRA Waste Management Units	0	10/14/96
5.0	PROCEDURES		
5.1	Analytical Laboratory Procedures (renumbered 3.9)	<u>Canceled</u>	01/15/93
5.2	Supporting Documents	<u>Canceled</u>	09/15/92
5.3	Laboratory Directions	<u>Canceled</u>	09/15/92
5.4	Laboratory Test Programs	0	03/30/92
6.0	CONDUCT OF OPERATIONS		
6.1	222-S/WSCF Daily Operating Instructions/Standing Orders	1	09/15/95
6.2	222-S Lockout/Tagout Guidance (replaced by LAP-01-100, <u>222-S Lockout/Tagout Guidance</u>)	<u>Canceled</u>	01/23/96
6.7	Occurrence Categorization, Notification, and Reporting (Conduct of Operations Chapter 7)	7	07/10/96
6.7-A	Corrective Action Requirements, Occurrence Categorization, Notification, and Reporting — Procedure (incorporated into 6.7, Rev. 5)	<u>Canceled</u>	06/06/95
6.8	Lessons Learned Administration	0	01/22/96
6.9	Required Reading	0	09/02/96
6.11	Logkeeping Practices	0	05/17/94
6.17	Operator Aid Postings	1	12/27/95

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<u>Section</u>	<u>Title</u>	<u>Revision</u>	<u>Effective Date</u>
7.0	RECORDS MANAGEMENT		
7.1	Laboratory Data Management Access Control for Data Packages	0	01/15/93
7.2	Quality Assurance Records	0	10/22/93
8.0	QUALITY ASSURANCE/QUALITY CONTROL		
8.1	222-S Laboratory Analytical Quality Assurance Plans	1	04/08/96
8.2	Laboratory Instrument Calibration Control System	<u>Canceled</u>	08/05/96
8.3	Laboratory Quality Affecting Software Control System	1	08/15/94
8.5	Laboratory Assessments	0	08/15/94
8.5-A	Laboratory Assessments — Procedure	0	08/15/94
8.6	Laboratory Computer Configuration Control	0	12/15/95
8.7	222-S Laboratory Management Assessments	0	11/21/95
8.8	Corrective Action Management	0	01/08/96
8.9	Management Assessment Program	0	11/14/96
9.0	WORK CONTROL		
9.1	Material Control	1	11/21/95
9.1-A	Material Control — Procedure (incorporated into Section 9.1, Rev. 1)	<u>Canceled</u>	11/21/95
9.2	Restricted Access Area Signage	0	04/18/94
9.3	222-S Complex Construction Work Authorization	0	05/02/94
9.4	222-S High and Very High Radiation Access Control	1	08/17/95
9.5	Access Control Entry System (ACES)	0	10/16/95
9.8	Notice of Construction Review	0	08/26/96
10.0	LABORATORY INSTRUMENTS		
10.1	Instrument Preventive Maintenance	1	01/08/96

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<u>Section</u>	<u>Title</u>	<u>Revision</u>	<u>Effective Date</u>
11.0	RADIOLOGICAL CONTROL		
11.1	Policy and Management Commitment	0	12/22/95
11.2	Assignment of Responsibilities	0	12/22/95
11.3	Administrative Control Levels	0	12/22/95
11.4	Radiological and ALARA Performance Goals/Indicators	0	12/22/95
11.5	ALARA Training	0	12/22/95
11.6	Plans and Procedures	0	12/22/95
11.7	Internal ALARA Program Reviews and Work Practice Assessments	0	12/22/95
11.8	Optimization Methodology	0	12/22/95
11.9	ALARA Design Reviews	0	12/22/95
11.10	ALARA Work Documentation	0	12/22/95
11.11	ALARA Program Records	0	12/22/95

November 14, 1996

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Management Assessment Program

Approved by

[original signed by]

A. G. King, Manager

Hanford Analytical Services Program

Author:

T. F. Dale

Organization:

Operations Support

1.0 PURPOSE

The purpose of this procedure is to describe the Management Assessment Program for Hanford Analytical Services Program (HASP). This program is designed to foster continuous improvements in safety, quality, and operational efficiency throughout AS activities. The program will also integrate assessment schedules from programs, such as: Conduct of Operations and Maintenance Champions, management observations, surveillances and assessments to provide the means for effective trending analysis. This meets the requirements of 10 CFR 830.120 and DOE Order 5482.1B (DOE 1990).

2.0 SCOPE

This procedure applies to all personnel and organizations who perform activities, functions and operations within HASP facilities and organizations.

3.0 DEFINITIONS

Assessment

A planned and documented verification performed to determine compliance to and effectiveness of requirement implementation.

Assessor

Organizes, performs, and directs an assessment, reports assessment results, and evaluates related corrective actions.

Condition

An all-inclusive term applied to deviations, failures, malfunctions, deficiencies, defective items, nonconformances, and noncompliances in items or activities affecting quality, safety, health, operability, or the environment.

Evaluation Package

The performance objectives and criteria, assessment lines of inquiry, and any other related information provided for the performance of the assessment.

Functional Area Owner

Responsible for evaluating, defining, and justifying applicable requirements within their assigned functional area.

Management Assessment Program

Functional Areas

Eight topical areas have been identified as a basis for this assessment program: Quality Assurance, Training and Qualification, Conduct of Operations and Maintenance, Radiation Protection, Environmental Management, Occupational Safety, and Laboratory Engineering (See Appendix A).

Lines of Inquiry

Series of questions, the answers to which establish compliance with a requirement and its performance objectives and criteria.

Management Assessment

An evaluation of management processes performed by the Functional manager to determine compliance to and effectiveness of implementation of program requirements.

Management Assessment Files

The designated document storage and processing locations for records generated by the Management Assessment Program.

Performance Objectives and Criteria

Broad statements of direction, purpose, or conditions for performing work (performance objectives), along with criteria that should be met in order to achieve those objectives.

Significant Condition

A condition that could have a serious effect on safety. These are to be reported immediately to Facility Management.

4.0 RESPONSIBILITIES

4.1 HASP Manager

- 4.1.1 Provides guidance, when necessary, to foster continuous improvement, and promote program consistency and implementation of excellence.
- 4.1.2 Ensures the appropriation of necessary funding, resources and personnel for proper development, implementation, and maintenance of the program.
- 4.1.3 Approves training activities for Management Assessment Program in compliance with WHC-CM-5-4, Laboratories Administration, Section 4.1, "Training Responsibilities and Definitions."

4.2 Functional Area Managers

- 4.2.1 Provides input to Management Assessment Coordinator to identify an integrated assessment schedule that ensures continuous coverage and evaluation during a three-year cycle.

- 4.2.2 Supports the development of evaluation package to address performance objectives and criteria.
- 4.2.3 Ensures qualified assessors and points of contact are assigned for each assessment.
- 4.2.4 Performs the assessment or leads an assessment team, as scheduled.
- 4.2.5 Reviews and integrates assessment evaluations into a single assessment report.
- 4.2.6 Forwards assessment results to Management Assessment Coordinator.
- 4.2.7 Attends training as required.

4.3 Assessors

- 4.3.1 Reviews evaluation package with Functional Area Manager and incorporates developing issues.
- 4.3.2 Conducts and evaluates the assessment.
- 4.3.3 Documents observations and summarizes assessment results and submits to Functional Area Manager.
- 4.3.4 Attends training as required.

4.4 Management Assessment Coordinator

- 4.4.1 Coordinates the HASP administrative functions for the development, implementation, and maintenance of the program.
- 4.4.2 Integrates assessments identified in this procedure with external assessments.
- 4.4.3 Maintains the completed evaluation packages and reports in accordance with WHC-CM-3-5, Document Control and Records Management Manual.
- 4.4.4 Provides quarterly reports of assessment activity and trending to AS manager and senior staff.
- 4.4.5 Develops the integrated assessment schedule with the input of the Functional Area Owners.
- 4.4.6 Determines training requirements for Assessment programs.

4.5 HASP Quality Systems

- 4.5.1 Provides oversight of Management Systems, including HASP Management Assessment Program.
- 4.5.2 Performs verification prior to closure for Priority Planning Grid (PPG) values of 25 or higher.
- 4.5.3 Assists Management Assessment Coordinator in ensuring duplication of assessments is eliminated.
- 4.5.4 Performs annual audit of Management Assessment Program.

5.0 PROGRAM IMPLEMENTATION

5.1 Prepare for the Assessment

- 5.1.1 Functional Area Manager reviews the annual assessment schedule (see Appendix B) and verifies qualified personnel are available to perform the assessment.
- 5.1.2 Functional Area Managers obtain from the Management Assessment Coordinator the necessary lines of inquiry (the performance objectives and criteria for the specific assessment).

NOTE: Projected facility work should be considered when developing a plan to perform assessments, ensuring work interruption is minimized and applicable work is to be performed.

- 5.1.3 Functional Area Manager assigns qualified (verified by TMX) assessor(s) to complete assessment in accordance with schedules.
- 5.1.4 Functional Area Manager and assessor(s) discuss any issues concerning the performance objectives and criteria that will be assessed.

5.2 Perform Assessment

- 5.2.1 Assessors perform assessment, using any or all of the following methods:
 - Document process with a simple flowchart to help identify barriers.
 - Checklist
 - Investigate processes
 - Review appropriate procedures, documents, and records

- Interviews of personnel and customers
- Directly observe a process or performance of work.

5.2.2 Assessors shall immediately report any significant conditions, or potential safety violations to the responsible Functional Area Manager. Observed unsafe acts will be stopped and the responsible managers notified.

5.2.3 Assessor documents their observations and identifies strengths, weaknesses and conditions of the assessed program.

- a. Consider evidence affecting quality, safety, health, operability, or the environment, such as: ineffective programs, deficiencies, nonconformance and/or noncompliances.

5.2.4 Assessor submits the completed assessment documentation to the responsible Functional Area manager for comments and concurrence.

5.2.5 Functional Area Manager forwards the original assessment documentation to the Management Assessment Coordinator in accordance with WHC-CM-3-5.

5.2.6 Functional Area Manager prepares any lessons learned from the assessment, and submits them to the Management Assessment Coordinator for distribution to the AS organization.

5.2.7 Management Assessment Coordinator ensures assessment conditions are handled in accordance with WHC-CM-5-4, Section 8.8, "Corrective Action Management," and entered into the Hanford Action Tracking System (HATS) by the HATS administrator.

6.0 RECORDS

6.1 The completed assessment documentation is considered a Quality Assurance document and shall be retained as a permanent record.

6.2 Any records generated as a result of activities described in this section will be managed in accordance with applicable Records Inventory and Disposition Schedules, WHC-CM-3-5.

7.0 DESIGNATED REVIEWERS

<u>Designated Reviewing Organizations</u>	<u>CMPOC</u>
Operations Support (Champion)	T6-14
Quality Systems	T6-03
222-S Analytical Operations	T6-16
AS Maintenance & Work Control	T6-14
Radiological Control	T6-03
Regulatory Compliance	T6-12
Laboratory Engineering	T6-12
WSCF	S3-28

8.0 REFERENCES

10 CFR 830.120, Quality Assurance

DOE Order 5482.1B, Environment, Safety and Health Appraisal Program

WHC-CM-3-5, Document Control and Records Management Manual

WHC-CM-5-4, Laboratories Administration

Section 4.1, "Training Responsibilities and Definitions"

Section 8.8, "Corrective Action Management"

Appendix A

Sections of Each Functional Area

ENGINEERING SERVICES

ENGINEERING PROGRAM:

- 3.1 Management and Administration
- 3.2 Design Input
- 3.3 Design Output
- 3.4 Design Change Control
- 3.5 Design Verifications
- 3.6 Test/Acceptance Program

CONFIGURATION MANAGEMENT:

- 3.1 Management and Administration
- 3.2 Technical Baseline
- 3.3 Change Control

CONSTRUCTION PROGRAM:

- 3.1 Management and Administration
- 3.2 Program Activities
- 3.3 Construction Records
- 3.4 Construction Site Walkthroughs

FIRE PROTECTION:

- 3.1 Fire Protection Program
- 3.2 Program Physical Feature
- 3.3 Administration

QUALITY ASSURANCE

- 3.1 Management and Administration
- 3.2 Quality Assurance Program
- 3.3 Training and Qualification of Personnel
- 3.4 Quality Improvement
- 3.5 Documents and Records
- 3.6 Work Processes
- 3.7 Design
- 3.8 Procurement
- 3.9 Inspection and Acceptance Testing
- 3.10 Management Assessment
- 3.11 Independent Assessment

MANAGEMENT SYSTEMS:

- 3.1 Management and Administration
- 3.2 Issues Management
- 3.3 Management Evaluation
- 3.4 Occurrence Reporting
- 3.5 Operational Readiness Reviews
- 3.6 Document and Database Control--Records Management
- 3.7 Lessons Learned

ENVIRONMENTAL

ENVIRONMENTAL PROTECTION:

- 3.1 Environmental Policy Management
- 3.2 Permits
- 3.3 Environmental Monitoring, Surveillance, and Inspections
- 3.4 Environmental Control Standards
- 3.5 Recordkeeping, Reports, and Notifications

WASTE MANAGEMENT:

- 3.1 Waste Characterization and Certification
- 3.2 Packaging and Labeling Compliance
- 3.3 Plans, Records, and Reporting
- 3.4 Waste Minimization
- 3.5 Waste Treatment and Disposal Technology

PACKAGING AND TRANSPORTATION:

- 3.1 Packaging and Transportation Operations
- 3.2 Training
- 3.3 Quality Assurance
- 3.4 Operations
- 3.5 On-Site Transfers

OCCUPATIONAL SAFETY AND HEALTH

- 3.1 Organization and Administration
- 3.2 Procedures and Documentation
- 3.3 Occupational Safety and Health Concerns
- 3.4 Surveillance Programs
- 3.5 Chemical, Physical, Biological, and Ergonomic Hazards
- 3.6 OSHA Standards
- 3.7 Training
- 3.8 Medical Surveillance Program

TRAINING AND QUALIFICATION

- 3.1 Management and Administration
- 3.2 Administration of Training
- 3.3 Training Categories and Subjects
- 3.4 Training Records and Documentation

MAINTENANCE

- 4.2 Organizations and Administration
- 4.3 Training and Qualification
- 4.4 Maintenance Facilities, Equipment and Tools
- 4.5 Types of Maintenance
- 4.6 Maintenance Procedures
- 4.7 Planning, Scheduling, and Coordinating Maintenance
- 4.8 Control of Maintenance Activities
- 4.10 Procurement of Parts, Materials, and Services
- 4.11 Material Receipt, Inspection, Handling, Storage, Retrieval and Issuance
- 4.12 Control and Calibration of Measuring and Test Equipment
- 4.13 Maintenance Tools and Equipment Control
- 4.14 Facility Condition Inspections
- 4.15 Management Involvement
- 4.16 Maintenance History (Trending)
- 4.17 Analysis of Maintenance Problems
- 4.18 Modification Work

OPERATIONS

- 3.1 Operations Organization and Administration
- 3.2 Shift Routine and Operating Practices
- 3.3 Control Area Activities
- 3.4 Communications
- 3.5 Control of On-shift Training
- 3.6 Investigation of Abnormal Events
- 3.7 Notifications
- 3.8 Control of Equipment and System Status
- 3.9 Lockouts and Tagouts
- 3.10 Independent Verification
- 3.11 Logkeeping
- 3.12 Operations Turnover
- 3.13 Operations Aspects of Facility Chemistry and Unique Processes
- 3.14 Required Reading
- 3.15 Timely Orders to Operators
- 3.16 Technical Procedures
- 3.17 Operator Aid Postings
- 3.18 Equipment and Piping Labeling

SAFEGUARDS AND SECURITY

- 3.1 Management and Administration
- 3.2 Protection Program Operations
- 3.3 Material Control and Accountability
- 3.4 Facility Approvals, Security and Nuclear Material Surveys
- 3.5 Information Security Program
- 3.6 Operations Security (OPSEC)
- 3.7 Evaluation of Radiological and Toxicological and Sabotage Consequences

EMERGENCY MANAGEMENT

- 3.1 Management and Administration
- 3.2 Emergency Response Training
- 3.3 Planning Documents
- 3.4 Facilities, Equipment, and Resources
- 3.5 Classification, Notification, and Reporting
- 3.6 Personnel Protection
- 3.7 Demonstration, Monitoring, and Improving Performance

RADIATION PROTECTION

- 3.1 Exposure Reduction and ALARA
- 3.2 Monitoring and Surveys
- 3.3 Personnel Exposure Monitoring
- 3.4 Radiation Access Controls
- 3.5 Radioactive Materials Management
- 3.6 Contamination Control
- 3.7 Radiological Protection Equipment

NUCLEAR SAFETY:

- 3.1 Safety Analysis
- 3.2 Technical Safety Requirements
- 3.3 Unreviewed Safety Questions
- 3.4 Nuclear Criticality Safety
- 3.5 Material Control

Appendix B

FUNCTIONAL AREAS	FIRST QUARTER			SECOND QUARTER			THIRD QUARTER			FOURTH QUARTER		
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
ENGINEERING SERVICES												
Engineering Program		3.1		*3.1			*3.1			*3.1		
Configuration Management		3.1			*3.1			*3.1			*3.1	
Construction Program			3.1			*3.1			*3.1			*3.1
Fire Protection			3.2			*3.2			*3.2			*3.2
Nuclear Safety				3.1			3.2	*3.2			3.3	
QUALITY ASSURANCE												
Management Systems		3.2		*3.2			3.3			3.4		
		3.3			3.1			3.2			3.4	
ENVIRONMENTAL												
Environmental Protection		3.1		3.2			*3.2			3.5		
Waste Management		3.1			3.2			3.3			3.4	
Packaging & Transportation			3.1			3.2			*3.2			*3.2
OCCUPATIONAL HEALTH/SAFETY		3.1		3.2			*3.2			3.5		
TRAINING & QUALIFICATION		3.1			3.2			*3.2			*3.2	
OPERATIONS		3.1	3.9		3.5	3.6		3.4	3.18		3.2	3.9
Emergency Management		3.1		3.2			3.3			3.4		
Safeguards and Security			3.1		3.2			3.3		*3.3		
MAINTENANCE (MIP Schedule)			4.2			4.5			4.10			4.12
									4.11			4.13
RADIATION PROTECTION		3.2	*3.1	*3.1	3.3	3.4	*3.4	3.8	3.5	*3.5	3.6	*3.6

* DENOTES CONTINUATION OF SECTION

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